



राजपत्र, हिमाचल प्रदेश

हिमाचल प्रदेश राज्य शासन द्वारा प्रकाशित

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हिमाचल प्रदेश सरकार

URBAN DEVELOPMENT DEPARTMENT

NOTIFICATION

Shimla-2, the 22nd September, 2018

No. UD-C(10)-3/2017-I.—The Governor of Himachal Pradesh is pleased to notify a program for implementation of water supply and sewerage (WSS) services in the Greater Shimla Area (GSA). The program will improve governance, managerial and financial autonomy;

increase efficiency; and increase customer orientation and accountability in the provision of water supply and sewage services in the GSA. The program is the systematic response of the Government of Himachal Pradesh (GoHP) to the prolonged water crisis in GSA and is the next step in the stage by stage roadmap following the short term counter measures carried out after the Jaundice epidemic in 2015.

Under this program Government of Himachal Pradesh has set out

- (a) the role and description of a ring-fenced autonomous company that will be responsible for WSS services in the entire GSA;
- (b) the WSS performance standards and operating efficiencies that would be achieved in GSA;
- (c) the responsibility of GoHP departments and Shimla Municipal Corporation (SMC) for WSS services and in supporting the company;
- (d) nature of performance based contracts with private sector to achieve service delivery targets;
- (e) financial support from GoHP for capital investments;
- (f) tariff and cost recovery policy; subsidy requirements and assured O & M subsidy from GoHP;
- (g) regulatory mechanism for tariff revision, subsidy calculation and performance evaluation;
- (h) mechanism for increasing customer orientation and accountability;

GoHP and SMC have already incorporated a jointly owned autonomous company under Companies Act, 2013 called Shimla Jal Prabandhan Nigam Limited (SJPNL) on 19th June, 2018 as per the approval accorded by Council of Ministers, GoHP in its meeting held on 16th April, 2018.

For the implementation of this WSS Program the Governor of Himachal Pradesh is pleased to notify the following:

1. SJPNL will implement the WSS Program for GSA and will provide WSS services as per the provisions of the Himachal Pradesh Municipal Corporation Act, 1994, HP Water Supply Act, 1968 and the Himachal Pradesh Water Policy (2013).
2. In Shimla Municipal Corporation area, the WSS services have been delegated to SJPNL by SMC with the approval of GoHP. The WSS responsibilities in peri-urban areas will be transferred to SJPNL by the Government of Himachal Pradesh/gram panchayats, once the additional bulk water from Satluj is available to expand water supply. SJPNL will be responsible for meeting uniform WSS standards for GSA & Other areas of operations as listed in **Schedule A**.
3. The Board of Directors of SJPNL will develop SJPNL level policies. This will include
 - (a) HR Policy and organization structure
 - (b) Corporate Governance Policy

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- (c) Internal Performance Evaluation Policy and internal performance targets
- (d) Customer orientation and accountability policy and the functioning of SJPNL will be as per these policies.
4. SJPNL will develop a business plan and energy efficiency plan in line with GoHP policies.
5. The Government has already approved medium-term capital investment plan (**Schedule B**) for GSA and will provide grants towards the required capital expenditure. SJPNL will enter into performance based contracts for service delivery with private operators. The arrangement will include both construction and service delivery responsibilities. The contracts will be for a fixed duration after which SJPNL will revisit the need for contracts with private operators.
- (a) All investments in WSS assets will be financed by GoHP, SMC or SJPNL.
- (b) Each contract will necessarily include at-least one service delivery standard and one efficiency standard prescribed by GoHP in **Schedule A**.
- (c) The operator will not have any role in determining tariff. The fee payable to the operator will not be linked in any way to the tariff fixed by GoHP and SMC.
- (d) The subsidy provided by GoHP and/or SMC may be utilized to establish escrow accounts to provide payment security to the Operators (or) to electricity suppliers.
6. The tariff and cost recovery policy to be followed in GSA is provided in **Schedule C**.
7. GoHP will provide assured O & M subsidies to meet the shortfall between full O & M cost recovery and the cost recovery target. Till the year 2033-34, GoHP will provide an assured O & M subsidy upto Rs 120 crores per annum for the GSA as per the present practice. The annual subsidy will be provided in the budget of the Urban Development Department and will be released in four quarterly installments. The necessary head of accounts for expenditure and receipts shall be created for the Urban Development Department. The Urban Development department will transfer the subsidy funds received to SJPNL.
8. In addition to the assured subsidy, GoHP will provide performance linked incentives as grant in aid to SJPNL upto 10% of user charges collected by SJPNL. The actual percentage will depend on the performance of SJPNL as evaluated by the BoD. SMC may also provide similar performance linked incentives to SJPNL out of SMC's budget. The incentives thus provided to SJPNL will be used for performance linked incentive payments to SJPNL staff and Capacity Building of Staff with the approval of BoD.
9. The independent directors in SJPNL will provide written opinions on annual subsidy requirements and/or tariff revisions required to the BoD. The BoD will determine the annual subsidy required and/or tariff revisions required following the cost recovery roadmap and tariff policies of GoHP. SJPNL will seek the opinion of SMC on the recommendations and forward the BoD's recommendations alongwith the opinion of SMC, if provided, to GoHP for approval.

10. SJPNL would operationalize the grievance redressal mechanism as outlined **Schedule D.**
11. The Board of Directors will oversee routine performance evaluation of SJPNL and disclosure, covering the following areas :—
 - (a) Annual corporate governance review
 - (b) Annual performance evaluation of SJPNL
 - (c) Annual evaluation of performance based contracts
 - (d) Customer grievance redressal including customer satisfaction surveys
 - (e) Staff satisfaction survey

Implementation of this notification

12. The Memorandum of Understanding signed between IPH, Urban Development Department and the Shimla Municipal Corporation will be superseded by this notification after the Shimla Municipal Corporation passes a council resolution adopting this notification; and after the Shimla Municipal Corporation delegates the water supply responsibility to SJPNL under section 405 (2) of the Himachal Pradesh Municipal Corporation Act, 1994.
13. The functions of the Technical Monitoring Group as per the Government notification [IPH-B (A)1-1/2016 dated 12th July, 2016] will no longer be required after the constitution of the Board of Directors and the appointment of independent directors on the Board of SJPNL.

By order,
RAM SUBHAG SINGH,
Addl. Chief Secretary(UD).

Schedule-A—WSS performance standards

WSS Standards in Greater Shimla Area

The GoHP standards for service delivery and sustainability are consistent with these policies and recommendations and are arranged as follows :—

- A. Core performance standards
- B. Other service delivery standards
- C. Sustainability standards – Operational efficiency
- D. Sustainability standards – Energy efficiency
- E. Sustainability standards - Institutional and policy reforms

A. Core performance standards :**(a) Universal access to piped water supply and sewage**

All households in GSA will receive safe and piped water supply of 135 lpcd per person per day and sewage connection. The water supply standards in the entire Greater Shimla Area would be uniform and there would be no difference in standards between Shimla city and the peri-urban area; or between high and low income neighbourhoods/households. To ensure that low income households connect to piped water supply and sewage network they will receive a special dispensation for connection costs.

(b) Continuous pressurized water supply (24 x 7)

Water supply in GSA will be on continuous pressurized basis. As per Government of India guidelines, this would imply “The supply of potable water to end users through a system of pipes – comprising interlinked bulk transmission and/or distribution systems—which are continuously full and under positive pressure throughout their whole length, such that the end user may draw off water at any time of the day or night, 24 hours a day, every day of the year”. Continuity of supply may be broken under certain emergencies, for example, major pipe bursts, but should be kept to an absolute minimum duration through efficient repair practices. Continuous pressurized supply will be accompanied by 100% metering of all households and supply points; and volumetric increasing block tariff.

(c) 100% water quality and effluent compliance

Water quality and wastewater treatment quality will be 100% compliant with applicable potable water and environmental standards, specified by Central Public Health Engineering Environmental Organisation (CPHEEO); the Central Pollution Control Board and the Himachal Pradesh Pollution Control Board.

In addition to the core service standards, the following standards will be applicable. These are consistent with the Service Level Benchmarks (SLBs) recommended by the Government of India for urban water supply.

B. Other Service Delivery Standards:**Service Delivery Standards**

		GoI Recom- mendation	Standard for GSA	Target date	Present Situation/ Remarks
	Water Supply				
1.	Coverage of Water Supply connections.	100%	100%	March 2024	98% with shared connections.
2.	Per Capita Supply of Water.	135 lpcd	135 lpcd	March 2024	110 lpcd. In peri-urban areas 70 lpcd or lesser.
3.	Continuity of Water supplied.	24 Hours	24 Hours for at least 95% population.	March 2024	1.5 hour every alternate day.

4.	Efficiency in redressal of customer complaints.	80%	80%	March 2020	80%
5.	Quality of Water Supplied.	100%	100%	March 2020	100%, Last major public health incident in 2015.
Sewage Management					
1.	Coverage of Sewerage Network.	100%	100% coverage by network and 80% of households to be connected.	March 2024	Network covers 71% of SMC area but only 40% of households are connected.
2.	Adequacy of Sewage Treatment Capacity.	100%	100%	March 2022	>100% (The installed capacity of STPs is higher than the Sewage collected and treated for present water supply situation).
3.	Quality of Sewage Treatment.	100%	100%	March 2020	100%, last major environmental incident in 2015.
4.	Efficiency in redressal of customer complaints.	80%	80%	March 2020	

Definitions of service standards are as per the Government of India's Service Level Benchmarks.

C. Sustainability standards—Operational efficiency :

The bulk water in Shimla is brought over long distances and over high elevations and is one among the most expensive systems in India. Therefore, the WSS operations in Shimla need to be operationally efficient and will therefore achieve the following targets :—

Operational Efficiency Standards

		GoI Recommendation	Standard for Greater Shimla	Target date	Present Situation/ Remarks
Water Supply					
1.	Extent of Non-revenue Water (NRW).	20%	30%	March 2024	About 50%
2.	Extent of Metering (Incl Volumetric Billing).	100%	100%	March 2020	80% working meters, though billing is not on volumetric basis.

3.	Cost Recovery (Excl. Bulk).	100%	150%	March 2024	100% but with insufficient expenditure in O&M.
4.	Cost Recovery (Incl. Bulk).	100%	40%	March 2024	21%
5.	Efficiency in Collection of Water Charges.	90%	98%	March 2024	90%
Sewage Management					
1.	Collection efficiency of Sewerage Network.	100%	100%	March 2025	50% (The sewerage system has missing links therefore only 50% sewage is collected and conveyed to STPs).
2.	Extent of Reuse and Recycling of Sewage.	20%	To be determined based on feasibility since STPs are at a lower elevation.		0%
3.	Extent of cost recovery in waste water management.	100%	100%	March 2024	30%
4.	Efficiency in Collection of Sewage Water Charges.	90%	98%	March 2024	90%

Definitions of service standards are as per the Government of India's Service Level Benchmarks.

D. Sustainability Standards-Energy Efficiency :

Challenges.— Shimla faces severe geographical challenges and is one of the highest energy intensive water supply systems in India. There are no major local water sources. Bulk water is pumped over an elevation of 1400 meters. As a result the energy consumption of water delivered at the consumer end is very high. This results in energy bill close to 80% of the total operational cost. The proposed bulk water supply from Satluj has a higher pumping requirement and over longer distances. This would increase the energy consumption, both due to higher unit cost as well as expanded supply volumes.

GoHP policy.— High energy consumption of any system results in high carbon footprints of the system which in turn contribute negatively to the global objective of bringing down the Green House Gases (GHG) and fight climate change. Climate change is one of the biggest challenges globally; Government of India in its resolve to counter the threat of climate change has devised National Action Plan on Climate Change (NAPCC). Energy efficiency and promotion of use of renewal energy is among the many measures suggested under the program to effectively handle the climate change issues.

GoHP is proactive in its actions and have target to be the Carbon Neutral state by 2020. GoHP has formulated state-wide Strategy and Action Plan on Climate Change¹. The State Climate Action Plan includes Energy efficiency measures and Sustainable Water Management.

Energy efficiency policies for Greater Shimla Area

In line with GoHP's objective, WSS operations in Greater Shimla Area will adopt the following energy efficiency policies:

- (a) **Designing and implementing energy efficient WSS programs.**—All energy consuming investments (such as pumping, water treatment, sewage treatment etc) will embed life cycle analysis taking into consideration life cycle costs and minimizing energy consumption. Siting of facilities and choice of equipment will minimize water losses and follow the optimum alignment to reduce energy consumption, taking into consideration social and environmental factors.
- (b) **Reducing non-revenue water.**—Water distribution systems will minimize non-revenue water and promote efficient usage of energy. This is a core policy for GSA since the bulk water production has one of the highest energy consumption in India.
- (c) **Incentivizing demand side management.**—Metering, tariff and cost recovery policies will ensure that consumers are encouraged to adopt water conservation measures thereby optimizing the water demand and energy usage.
- (d) **Promoting recycling.**—WSS operations will maximize recycling of treated wastewater since it will be cheaper than bulk water from current and proposed sources in GSA.
- (e) **Promoting green energy measures.**—The WSS operations will maximize opportunities for generating green and carbon neutral energy, such as by using wastewater disposal for hydropower generation; solar energy; biogeneration of energy using effluent/sludge for waste to energy measures.

Energy Efficiency improvement targets for Greater Shimla Area

1. The WSS operations in Greater Shimla Area will reduce the specific energy consumption from existing water sources by 20% from the current levels by the year FY 2024-25.
2. Reduce transmission losses within 5% in existing water supply sources. New transmission lines should limit losses to within 2% on commissioning.
3. Power factors in major energy consuming installations will be maintained above 0.99.

WSS operations will (a) continuously monitor energy usage, (b) conduct annual audits to plan continuous improvement cycle in energy efficiency and (c) publish annual reports of energy consumption and conservation measures.

¹State Strategy and Action Plan on Climate Change, GoHP, 2012.

E. Institutional & Policy Reforms :

The targets for Institutional & Policy Reforms are as follows:

Sl. No.	Indicator	Target	Target Date
1.	Number of ULBs as customers of the SJPNL.	3	December 31, 2024
2.	Annual audited financial statements of SJPNL publicly disclosed.	External audit completed and financial statements approved by shareholders and disclosed.	September 30 of each year.
3.	SJPNL staffed with WSS experts with international experience.	2	March 31, 2019
4.	Number of key managerial positions filled and completing at least two-year tenure.	At least 75%	December 31, 2024
5.	Performance rating of SJPNL completed.	Performance rating of at least 3 on a scale of 5.	December 31, 2024
6.	Timely determination of annual tariffs and subsidies.	Annual tariffs and subsidies determined.	By April 1, each year
7.	Percentage WSS customers covered under performance based service delivery contracts.	Atleast 80%	December 31, 2024
8.	Annual reports on customer satisfaction.	Annual reports published	September 30, each year.

Schedule-B—Capital Investment Plan and Financing

A medium-term capital investment plan has been prepared for GSA to meet service delivery standards specified by GoHP and SMC. The capital investment plan is focused on increasing bulk water supply; improving water distribution to 24x7 basis; expanding sewerage network in SMC area and peri-urban areas; and expanding sewerage treatment capacity. The Capital investment plan will lead to the achievement of the service level standards and targets envisaged under the Medium-term WSS program.

Capital Investment Plan

Sl. No.	Item	Cost (INR Cr.)	Expected Impact on Performance Standards	
			Service Delivery Standards	Efficiency Standards
1.	Bulk Water Supply-Sutlej 75 MLD Bulk water supply & transmission, Rehabilitation of Giri and Gumma.	345.9	<ul style="list-style-type: none"> Increase in per capita supply of water to 135 lpcd 	<ul style="list-style-type: none"> Reduction in energy costs/ KL

2.	Improvements in water distribution and SCADA.	253.25	<ul style="list-style-type: none"> • 24x7 Supply • Increase in household coverage. • Water quality compliance. 	<ul style="list-style-type: none"> • Reduction in NRW. • Increase in metering. • Increase in cost recovery.
3.	Extension of sewage network.	232.16	<ul style="list-style-type: none"> • Coverage of sewage network. 	<ul style="list-style-type: none"> • Collection efficiency of network.
4.	Rehabilitation and capacity addition of STPs.	98.58	<ul style="list-style-type: none"> • Adequacy of sewage treatment capacity. • Quality of sewage treatment. 	<ul style="list-style-type: none"> • Reduction in energy cost/KL of sewage treated.
Total . .		929.89 (USD 134.78 million).		

The WSS operations in Greater Shimla recover only 21% of the operations and maintenance expenditure. The State Government and the Government of India have financed capital expenditure through State programmes and national missions. This cost recovery situation is unlikely to change in the short term. The Shimla Municipal Corporation also does not have the financial strength to finance WSS capital expenditure. Recognising this situation and the need for immediate investments to bridge infrastructure deficits, the Government of Himachal Pradesh will finance the capital expenditure for the WSS programme in Greater Shimla region.

The capital expenditure required to meet the infrastructure deficit identified above is Rs. 930 crores (USD 134.78 Mn). The Government of Himachal Pradesh will provide this amount as a grant subject to the following conditions :—

- An overall master plan for achieving WSS performance standards is drawn and detailed project reports are prepared for the investments.
- Individual infrastructure packages are not bid out on input basis; but on the basis of WSS performance standards to be achieved. The contractor/operator will have responsibility for construction, operations and maintenance and service delivery.
- Instrumentation, data collection, and IT systems required for the monitoring of WSS performance standards are part of the master plan, detailed project reports and bid packages.
- A clear monitoring and reporting framework for WSS performance standards is put in place.
- The grants provided by the Government of Himachal Pradesh, Shimla Municipal Corporation and the Government of India, and the interest earned on temporary investments of these grants would be retained in a separate account and would be used only for the purposes of the approved capital investment. The financial statements of SJPNL will separately disclose the unutilised grants and the interest earned through temporary investments of grants.

Government of Himachal Pradesh will be responsible for accessing external financing (from multilateral or bilateral agencies) towards capital expenditure for water supply and sewage in the Greater Shimla region. Government of Himachal Pradesh, through the Irrigation and Public Health Department will also be responsible for accessing grants and concessions available for rural water supply and will provide these to the Greater Shimla region.

The Shimla Municipal Corporation will access grants and concessions available for urban water supply and sewage capital expenditure from Government of India (from Ministry of Housing and Urban Affairs or from other Ministries) and provide these to Greater Shimla region.

Schedule-C—Cost Recovery, Tariff and subsidy policy

Background

The WSS operations in Greater Shimla recover only 21% of the operations and maintenance costs. The cost of bulk water accounts for 75% of the total costs of water supply and sewage in the city. The average O & M cost per thousand litres of water supplied is approximately Rs. 115, among the highest in the country. The high expenditure is due to the electricity costs incurred in bringing bulk water to the city from sources far away with high pumping costs. The GoHP provides subsidies to meet the high O & M expenditure. In the FY 2017-18, the grants from GoHP were Rs. 91 crores (US\$ 13.2 Mn). This is in addition to grants for capital expenditure provided by the State Government and the Central Government. On an average each household in Shimla is subsidised to the extent of approximately Rs. 18,000 per year for water supply.

Even though GoHP subsidises O & M, it does not evaluate the efficiency parameters like non-revenue water, collection efficiency and energy efficiency. Further, the budgeting and release of subsidy is on an annual basis for gap filling and is not regular. There is no long term policy regarding cost recovery and subsidy.

The targeting of subsidies and the present tariff structure are also not appropriate. The average subsidy per household is approximately Rs. 18,000 per year (US\$ 261); however, this subsidy is not targeted properly. All households pay the same flat monthly tariff. As a result, poor households who consume less water are penalized as compared to richer households. Customers with wasteful usage extract a higher share of the subsidy. For example, a poor household that consumes 50 liters per person per day pays 59% of the O & M cost while a household that consumes 220 litres per person per day pays only 12% of the cost. Even commercial customers and hotels receive subsidy which in effect implies that subsidies targeted at residents of Shimla are transferred outside Shimla and also outside Himachal Pradesh.

There is no consolidated picture of the financial position since multiple agencies were responsible for different aspects of bulk water, distribution and sewage management till the year 2016. This has affected the financial planning for the area and as a result decisions on tariff fixation and determining operational subsidies were ad hoc without a long term approach. The water tariff is determined by SMC and approved by GoHP but any subsidy resulting due to under recovery is met only by GoHP resulting in mismatch of responsibilities.

There is an immediate need to correct these anomalies; at the same time, the financial position of WSS is expected to change. In order to meet the required WSS standards, SJPNL is expanding its services. Additional bulk water will be brought from Satluj river; sewage network is being expanded to cover all households; sewage treatment plants are being set up/upgraded to

ensure that sewage disposal meets with environmental norms; and water distribution is being planned on 24 x 7 basis. These initiatives will result in the following financial impact :—

1. The cost of bulk water will increase since the additional bulk water from Satluj is being pumped over a higher elevation compared to current sources.
2. Efficiency measures in the existing sources (Giri, Gumma and others) will reduce energy consumption and leakage and therefore reduce the cost of bulk water.
3. Distribution improvements will reduce losses, thereby supplying additional water to customers; the program will also eliminate illegal connections thereby expanding the customer base. At the same time, modern practices in water distribution and customer service will increase establishment costs.
4. Expansion of services to peri-urban and satellite areas will increase the customer base; it will also increase the volume of water supplied and overall expenditure; at present these areas receive only 70 litres per capita per day whereas SJPNL would plan to provide 135 litres per capita per day of water supply to these areas.
5. Investments in sewage network and treatment plants will increase expenditure in sewage management; at present only 8 MLD out of estimated water consumption of 23MLD is being collected and treated.

In order to provide short term relief, while forming GSWSSC, the Government had committed to meet the gap between expenditure and revenue collection. The committee set up by the Government had estimated annual O & M subsidies of the order of Rs. 120 crores (USD 17.4 Mn) per year. The combined operations in the last two years have provided a better, but still inadequate picture of costs and revenue.

SJPNL has completed a situation analysis, capital investment plan and financial plan for the WSS operations in GSA. The projected expenditure and benefits from the expansion of services are now available. Therefore, it is now possible and appropriate to develop the subsidy policy and tariff policy. This will clarify the responsibilities of the customers, the SJPNL, SMC and GoHP to ensure the financial sustainability of WSS operations. It will also help GoHP in targeting available Government resources towards WSS priorities across the State instead of concentrating them in one region. Therefore, the Government and the SMC intend to develop a tariff and subsidy policy for water supply and sewage in GSA. At this point of time, capital cost recovery is not considered feasible. The policy of GoHP and SMC for capital expenditure grants is separately clarified and the capital cost recovery will be reassessed in FY 2024-25 after completion of the medium-term program.

Objectives of Tariff and Subsidy Policy

1. To specify short and long term cost recovery targets for water supply and sewerage in Greater Shimla Area; and thus the responsibilities of the users, SMC and GoHP towards meeting O & M expenditure.
2. In the short term, to commit assured O & M subsidies from GoHP to bridge the gap between cost and targeted cost recovery from users.
3. To specify operational efficiencies and performance required from the SJPNL in water supply and sewerage.
4. To specify inter-se responsibilities of GoHP and SMC in providing O & M subsidy.

5. To specify eligible expenditure for use of subsidy.
6. To specify policy for providing performance linked grants in addition to assured O & M subsidy.
7. To specify metered connections with increasing block volumetric tariff structure that (a) achieves the cost recovery targets, (b) incentivizes water conservation, (c) protects poor households and (d) provides for objective tariff adjustments and revision.
8. To make a transition from a regressive flat tariff to a volumetric tariff. 40% of Consumers are expected to benefit from the proposed volumetric tariff.
9. To assign responsibilities for operationalizing the policy such as (a) calculating expenditure targets, (b) calculation of revenue required by the SJPNL, (c) tariff structure and cost recovery targets for various customer segments, (d) procedure for automatic tariff adjustments and revisions, (e) annual subsidy calculations and (f) specifying required financial management and reporting systems.

Cost recovery targets

The WSS operations in Shimla at present recover about 21% of Operations and Maintenance expenditure. Cost² recovery from user charges will gradually increase till full O & M cost recovery is achieved. The O & M costs will include all operations and maintenance expenditure (including routine repairs and replacement) and a provision for emergency replacement and repairs; but will not include depreciation or capital cost recovery for assets not financed by the SJPNL.

By the year 2034, overall cost recovery will reach atleast 66% of the cost. In the immediate term, once additional water from Satluj is made available, 100% of the cost of distribution should be recovered from users. On availability of full treatment capacity for sewage, 100% of the cost of sewage management and treatment will be recovered through sewage surcharges.

Progressive Cost recovery targets

	Current cost recovery ³ (FY 2017-18)	Interim target	Target for FY 2033- 34
Cost recovery in sewage collection and treatment.	72%	100% by FY 2021-22	Above 100%
Combined cost recovery of water and sewage excluding cost of bulk water.	83%	100% by FY 2021-22	Above 100%
Overall cost recovery excluding cost of electricity in bulk production.	55%	100% by FY 2024-25	Above 100%
Overall cost recovery (O & M).	21%	50% by FY 2026-27	66%

*O&M costs exclude depreciation.

²Costs in this policy refer to Operations and Maintenance costs excluding depreciation. Unless specifically mentioned, capital costs will not be included in the definition of cost.

³Likely to decrease after 24 x7 and modernization of distribution

Subsidies.—GoHP will provide assured annual O & M subsidies to meet the gap between expenditure and targeted cost recovery. The subsidy will be provided by GoHP subject to the following principles:—

- (a) The subsidy per connection per year will decrease from FY 2018-19 onwards till full O & M cost is recovered. In case of shared connections, number of households benefitting will be considered. The number of families covered will be determined based on the latest available census data. Increase in bulk water costs due to the usage of Satluj source will be adjusted in this analysis. Even though O & M subsidy per connection per month may decrease, GoHP will continue to provide capital grants during this period.
- (b) The costs of water distribution would be fully recovered through user charges for water supply by the FY 2021-22; and the cost of sewage collection and treatment will be fully recovered from surcharge for sewage by the FY 2021-22.
- (c) GoHP subsidy will only be used for bulk water supply to Greater Shimla Area thereafter. Any subsidy for distribution of water and sewage collection and treatment will be met by SMC, if required.
- (d) The subsidy provided by GoHP will not be utilised to subsidise commercial or hotel customers after FY 2024-25 by when the tariff for non-domestic users is expected to be above 100% O & M cost recovery levels.
- (e) The first priority in usage of subsidy will be towards low income households. Once the customer data and consumption patterns are available, subsidies would be redesigned to achieve this objective.

Assured annual subsidies are estimated at Rs. 120 crores per year (USD 17.4 Mn) for both water supply and sewage in the entire Greater Shimla Area. The subsidy requirement for a financial year will be assessed prior to the commencement of the financial year based on the cost recovery principles above; and included under the Demand for Urban Development Department. The subsidy will be released atleast once in each quarter to SJPNL.

The SJPNL will be required to meet atleast the following operational efficiency targets including (a) non-revenue water, (b) collection efficiency and (c) energy consumption as per WSS performance standards of GoHP and SMC.

The assured O & M subsidy provided by GoHP and/or SMC will be retained by the SJPNL under a separate account and may be used to provide payment security to private operators or electricity suppliers or other vendors/suppliers/creditors as may be required. The O & M subsidies and grants received by SJPNL, and the interest earned on temporary investments of these amounts would be retained in a separate account. End use of subsidies and grants will only be for purposes specified by the provider of these grants or subsidies. The financial statements of SJPNL will separately disclose the source and use of grants/ subsidies.

Additional performance linked grants.—GoHP and SMC each will provide 10% of user charges collected, which translates about 30% incentives on salaries, by SJPNL as performance linked incentives to the SJPNL. The performance will be evaluated based on the internal performance standards developed by the Board of Directors which in turn will be based on the performance standards specified by GoHP and SMC.

100% of the performance grants received by SJPNL will be used for incentive payments to employees. In the interim, atleast 50% will be used for employee training, exposure visits, capacity building, employee safety and welfare. The Board of Directors of SJPNL will specify the annual targets and the performance scoring scheme.

Pro poor policies:

SJPNL will develop special policies for WSS services to urban poor including (a) simplified definition of poor households, (b) simplified connection procedures and concession in fees, (c) special provisions for user charge payment by urban poor, including as may be required, payment in instalments; extended payment periods; concession in reconnection fees etc. and (d) special liaison officers to track and redress requirements of urban poor.

Furthermore, as per the recommended tariff structure, for consumption up to 7 KL per month (60 lpcd), fixed water charges of INR 100 per month and fixed sewerage charges of INR 100 per month will be charged. It is envisaged that poor will typically fall under consumption of 7 KL per month. It is envisaged that about 20%⁴ of the poor household expenditure will be spent on water supply and sewerage services in FY 2019-20.

Responsibility for approving tariff:

The Board of Directors will determine revisions in tariff and tariff structure required to achieve cost recovery targets. As per Section 170 of the Himachal Pradesh Municipal Corporation Act, GoHP is responsible for notifying tariff for domestic customers. Accordingly, GoHP will notify the recommended tariff for domestic customers; GoHP will provide additional subsidies, if it does not notify the tariff required to achieve targeted cost recovery or delays the notification.

GoHP and SMC delegated the responsibility for fixing and revising non-domestic tariff for water supply and sewage to the Board of Directors of SJPNL.

Tariff structure, adjustments and revisions:

All households will pay an increasing block volumetric tariff for their entire consumption.

Customers with monthly consumption upto 7 KL per month will be charged flat INR 100 per month.

For customers with monthly water consumption below 20 KL per month, the sewerage user charges will be levied at the rate of Rs. 100 per month. For customers with monthly consumption above 20 KL the sewage charges would be levied at the rate of 30% of the water supply charges.

The tariff would be adjusted automatically and immediately to reflect revision in electricity charges and salary revisions. Tariff would be revised on April 1 of each financial year at a predetermined percentage (standard or linked to inflation index) less automatic revisions already carried out. A onetime increase of 20% in tariff will be applicable across all customer segments in areas where continuous water supply (24x7) is achieved.

Periodic tariff revisions, not less than once in three years, will also be undertaken to restructure or modify the tariff structure to reflect change in customer segments, consumption profile, inter-se costs of water and sewage etc.

⁴The household expenditure for Shimla for bottom 25% percentile at 2012 prices (NSSO 69th round) is estimated at INR 6750 per month. Assuming annual increase of 10% in household expenditure, the estimated household expenditure in 2019 is expected to be about INR 13200 per month. Household income data for Shimla city is not available.

Metering and connections:

SJPNL will develop its connection policy addressing the following.

- Ensuring the policy principle of universal access that assures provision of connections to all categories of customers especially to urban poor and other vulnerable communities;
- Provision of individual or shared metered connections to the urban poor and other vulnerable communities irrespective of possession of legal tenure for the property;
- Provision of customer meter to unmetered connections and rehabilitation of existing connections,
- Simplified procedures for receipt, processing, sanction and installation of new connections to the new Customers;
- Simplified procedures for change of name, splitting of connections at times of division of properties *etc*;
- Standard Customer Service Agreement stipulating the obligations of service provision standards and rights and obligations of customers;
- Procedures for identification of illegal or un-authorized connections and compulsory regularization or disconnection.

All connections, including public stand posts and free connections will be metered.

A family (to be defined by the Board based on GoHP procedures) will not be eligible to take more than one domestic connection to ensure that the benefits of subsidies for lifeline consumption are not misused.

Shared connections may be provided to multiple families if due to physical limitations individual connections are not technically feasible (such as poor households and shared stand posts); provided there is a clear responsibility for payment; disconnection of service due to non-payment by the responsible party.

Responsibilities for Implementing the Tariff and Subsidy Policy

Procedures for the year 2018-19

For the year 2018-19, GoHP has approved and notify the tariff structure in Annexure 1 for domestic customers and non-domestic customers. From the year 2019-20 onwards, non-domestic tariff will be notified by the Board of Directors of SJPNL.

The Board of Directors will determine the shortfall in subsidy based on the approved tariff structure. GoHP will provide the shortfall as assured operational subsidy for the year 2018-19.

Since the customer data and consumption pattern are not fully known, there may be shortfalls in anticipated revenue. In December 2018 and February 2019, the Board of Directors will determine revisions required if any in the subsidy. GoHP will provide the required additional subsidy for the financial year 2018-19.

Responsibilities for tariff determination, approval and notification

Management of the SJPNL :

The Managing Director of SJPNL will prepare one and three year budgetary expenditure forecasts reflecting (a) WSS performance standards and (b) operating efficiencies stipulated. Based on these, the SJPNL will propose the subsidy requirement and the proposed tariff structure to the Board of Directors. SJPNL will also forward the recommendations of the Board of Directors on tariff structure and annual subsidy requirements to SMC and thereafter to GoHP, alongwith any opinion of SMC, if provided.

Independent directors in the Board of Directors of the SJPNL :

The independent directors in the Board of Directors of the SJPNL will review the proposed income and expenditure forecasts, performance standards, operating efficiencies, O&M subsidies, tariff structures *etc*; as per the GoHP roadmap for cost recovery and WSS standards. The independent directors will submit their written opinion on the proposed revisions in tariff structure, if any, and the subsidy requirements to the Board of Directors of the SJPNL.

Board of Directors of the SJPNL :

The Board of Directors will approve automatic tariff revisions (linked to electricity costs, salary revisions and inflation index) as per tariff and subsidy policy. The Board of Directors will also notify tariff for non- domestic users.

The Board of Directors will review the submissions of the management and the written opinions of the independent directors; and based on this review recommend the annual subsidy and revisions in domestic tariff and domestic tariff structure, if required, over and above automatic tariff revisions.

The Board of Directors will specify the accounting and financial management systems, data collection and reporting systems; and other systems required for the purpose of administering the tariff and subsidy policy.

SMC

If SMC wishes to reduce the tariff (either through rate revision or through revision in slabs or categories), such reduction will be effective only after SMC provides upfront subsidy and after the subsidy is received by SJPNL for the financial year.

GoHP

- i. GoHP will provide approvals for the tariff structure recommended by Board of Directors.
- ii. GoHP will budget assured O & M subsidies and performance linked grants in the budget under the Demand for Urban Development Department annually. GoHP will release the assured O & M grants in quarterly instalments.
- iii. If GoHP approves a tariff less than that recommended by the Board of Directors it will provide additional subsidy to meet the gap arising out of such reduction.

This policy will be revised every three years. The Board of Directors of the SJPNL may seek GoHP to provide clarifications/amendments as may be required to clarify the policy from time to time.

Tariff Structure (Effective April 1, 2018)

Connection Type	Customers with monthly Consumption		Rate per KL (Intermittent Water Supply)	Rate per KL (post 24×7 Water Supply)
Domestic	From (KL)	To (KL)		
Slab 1	0.0	7.0	Flat INR 100 to be charged for consumption upto 7 KL per month.	120.00
Slab 2	7.0	20.0	14.5	17.40
Slab 3	20.0	30.0	25.0	30.0
Slab 4	30.0	—	45.0	54.00
Commercial				
Slab 1	0.0	8.0	Flat INR 532 to be charged for consumption upto 8 KL per month.	638.40
Slab 2	8.0	20.0	40.0	48.00
Slab 3	20.0	30.0	62.9	75.48
Slab 4	30.0	75.00	83.6	100.32
Slab 5	75.0	—	115.0	138.00
Hotel				
Slab 1	0.0	30.0	79.85	95.82
Slab 2	30.0	75.0	106.5	127.80
Slab 3	75.0	—	146.4	175.68
Institutional				
Slab 1			62.9	75.48
Construction				
Slab 1			115.0	138.00
Bulk Supply				
Cantonment	One Slab		20	24.00

- (1) In addition to water charges, for customers with monthly water consumption below 20 KL, the minimum sewerage user charges will be levied at the rate of Rs. 100 per month including for those with consumption below 20 Kilo Litres. For customers with monthly consumption above 20 KL the sewerage charges would be levied at the rate of 30% of the water supply charges.
- (2) The above water rates will be increased by 10% every year on 1st day of April until FY 2024-25 and 8% every year on 1st day of April after FY 2024-25.

- (3) There will be a onetime revision of water charges by 20% once 24x7 water supply is provided to a locality. The revision will be applicable after a period of three months from commencement of 24x7 supply.
- (4) The Board of Directors of SJPNL is authorized to revise water charges as below so as to achieve the cost recovery targets :—
 - (a) During a financial year
 - (i) To adjust water charges in case of electricity tariff changes in the State of Himachal Pradesh.
 - (ii) To adjust water charges in case of changes in salary/compensation/wages payable by SJPNL such as due to revision of dearness allowance.
 - (iii) One time revision of 20% in water charges for those localities that receive 24x7 water supply
 - (b) On April of each financial year
 - (i) Automatic revision of 10%/ 8% as the case may be, per annum effective April 1 of each financial year, less adjustments carried out during the year.
 - (ii) Revision of water charges for all customers other than domestic customers.
- (5) In addition to the above delegated provisions for revision of water tariff, if the Board of Directors of SJPNL are of the opinion that further revisions in domestic water charges and sewage charges are required to achieve the overall cost recovery targets for SJPNL in any financial year, they would submit the proposal for such revisions to the GoHP for its approval by December 31 of the previous financial year.

The Board of Directors of SJPNL will submit proposals for change in tariff structure, such as consumption slabs, consumer categories, minimum charges etc. periodically, but not less than once in three years, for the approval of GoHP.

Schedule-D—Grievance redressal, customer policies and disclosure

The specially appointed GoHP committee has emphasized the need for monitoring tools and customer orientation in the WSS reform roadmap. The State already has a “Himachal Pradesh Public Services Guarantee Act” which stipulates the time commitment for provision of services, the concerned responsible officer and appellate authorities. The responsibilities of the IPH and UDD are specified in the Act. However, this mechanism is not fully functional in the Greater Shimla Area.

Challenge

The WSS operations have a traditional complaint redressal system through telephone and website. In spite of having a Citizen Charter, the customers do not have a minimum service level assurance for various service parameters, such as hours of delivery, minimum pressure, minimum quantity of water per capita etc. There are no customer satisfaction surveys which capture the voice of the customers or their suggestions incorporated in the WSS operations. Only daily supply and water quality are regularly monitored. To strengthen service delivery

orientation, based on the Himachal Pradesh Public Services Guarantee Act and best practices in WSS sector, the GoHP intends to increase customer orientation, accountability and grievance redressal through a comprehensive policy.

Customer Service and Policies

SJPNL will establish customer service centers accessible within each of the 5 zones. The customer service centers will have a charter with operational hours; access through telephone/messaging in non-operational hours; minimum service standards; and amenities. SJPNL has carried out a stakeholder analysis to understand the various categories of stakeholders in the service area to formulate a comprehensive communication strategy for engaging with stakeholders. Special attention will be provided to the needs of urban poor, women and vulnerable groups.

Connection policy

SJPNL will develop its connection policy addressing the following :—

- Ensuring the policy principle of universal access that assures provision of connections to all categories of customers especially to urban poor and other vulnerable communities;
- Provision of individual or shared metered connections to the urban poor and other vulnerable communities irrespective of possession of legal tenure for the property;
- Provision of customer meter to unmetered connections and rehabilitation of existing connections;
- Simplified procedures for receipt, processing, sanction and installation of new connections to the new Customers;
- Simplified procedures for change of name, splitting of connections at times of division of properties etc;
- Standard Customer Service Agreement stipulating the obligations of service provision standards and rights and obligations of customers;
- Procedures for identification of illegal or un-authorized connections and compulsory regularization or disconnection.

Pro poor policies.—The Medium-Term WSS program is expected to be positive for the consumers within the Greater Shimla Area, with resulting improvements in water quality, standards of services, and mechanisms for engaging with service providers, including redressal of complaints. There are a range of consumers within the program area such as domestic consumers (general, poor, vulnerable and un-served households) who are used to paying flat monthly tariff even though metering is prevalent, as well as non-domestic consumers (hotels, institutions, shops, commercial establishments) having metered supply.

The project will result in expansion service coverage to informal settlements and peri-urban areas. Key goals to be achieved in affordability include:

- Due to progressive tariff structure adopted by SJPNL, the poor will pay less than 2% of their average monthly income towards water supply and sewerage services.
- The poor will pay INR 200 towards water supply and sewerage services in FY 2019-20, which is 0.8% of the average household income of the poor household. It is 49% less than existing tariff of INR 393 per month.
- By FY 2033-34 water supply and sewerage charges will be 1.5% of the average household income of the poor households.

Communication Strategy

Stakeholder communication and awareness building.—Communication activities in WSS program of SJPNL are three pronged. During project preparation SJPNL has closely engaged with GoHP and SMC stakeholders and developed a Communication and Stakeholders Intermediation Strategy (CSIS) based on field level consultations. Communications and Social Outreach team of SJPNL will oversee the stakeholder outreach activities for the Project centrally as well as at city level.

Engagement with GoHP and SMC stakeholders.—In order to ensure support for the project, SJPNL initiated stakeholder communications early in the project development stage. Targeted consultations with key stakeholders initiated in order to inform the project design process including one city-wide stakeholder meeting in Shimla. In-depth consultations were held with elected councillors of SMC.

Communication and Stakeholders Intermediation Strategy (CSIS).—To allay possible concerns of stakeholders (especially local citizens) possibly on the impact of tariffs, the extent of participation of the private sector, provisions to safeguard the interests of the poor etc., SJPNL developed a Communication and Stakeholders Intermediation Strategy (CSIS). To develop CSIS a detailed assessment that included a household level survey; focus group discussions with all major stakeholder groups including citizens, elected representatives at all levels, NGOs and CSOs, media, GoHP officials, ULB officials etc. and wider stakeholder meetings.

The CSIS has identified a range of interventions, including but not limited to mass media initiatives, direct interactions with stakeholders (especially citizens), media engagement, the use of social media, and the development of platforms and champions to help generate a shared consensus around the project.

Customer Relationship.—SJPNL will set up Customer Relationship divisions which will carry out Communications and Social Outreach. The division will implement the CSO Plan that will be drawn up for GSA, and will also hire the services of an NGO to conduct the grass root-level social intermediation activities. The CSO unit will also coordinate outreach activities of the Operator whose obligations on this front have been detailed in the contract document.

The CSO unit will develop a strategy in consultation with SJPNL across different stages of project—Design, Implementation and O&M. They will implement the strategy through NGOs, operator's community liaison cells and any other entity needed. They will oversee the operations of the NGO and the Operator and engage with key stakeholders in the city (elected representatives, media, NGOs, CBOs, SMC officials, other institutions etc.) on a continuous basis. They will also manage media relations, project websites and document activities and lessons learnt on an ongoing basis. They will also conduct social accountability activities at city level.

The CSO unit at SJPNL will hire professional agencies for mass media and outreach material, manage State and national level media relations, provide training to staff and undertake sector advocacy.

Grievance Redressal Mechanism

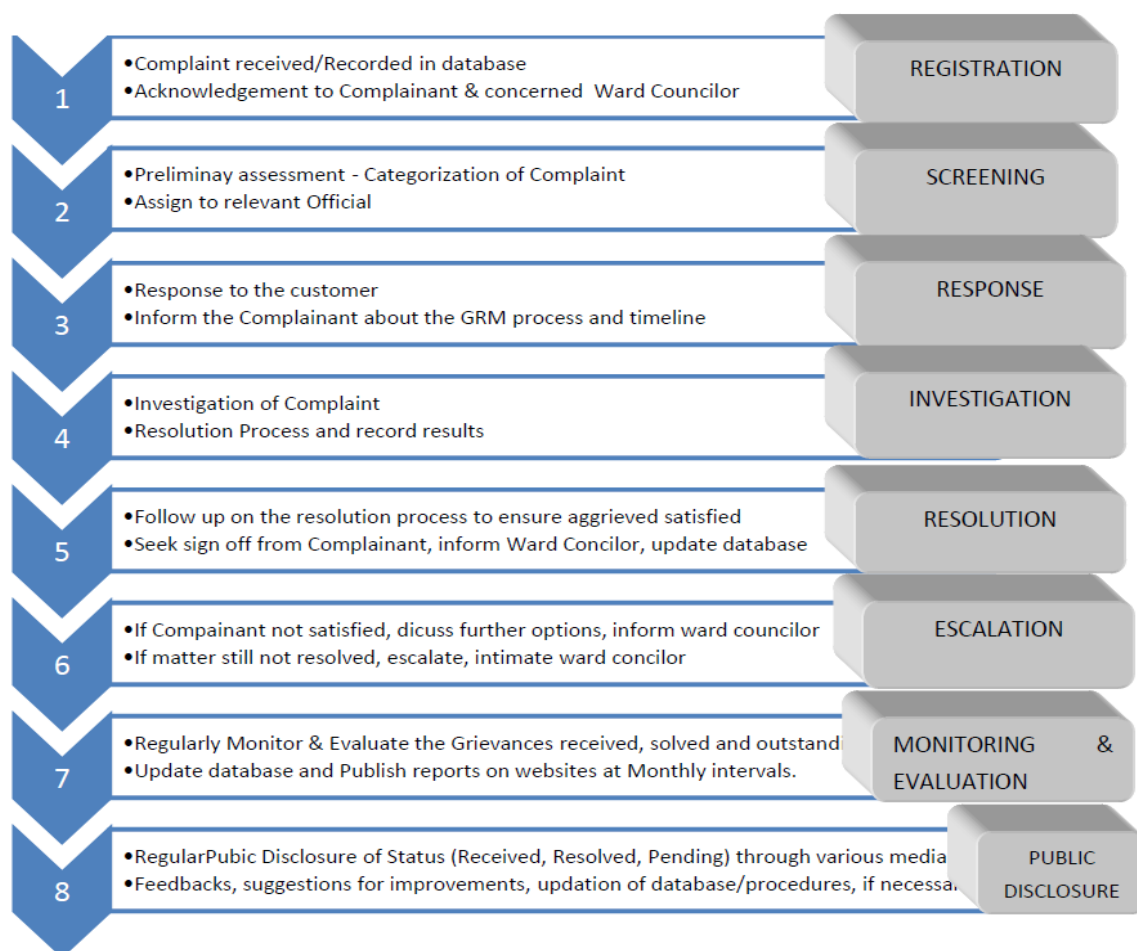
The Himachal Pradesh Public Services Guarantee Act stipulates time commitment for provision of services, the concerned responsible officer and the appellate authorities. SJPNL will comply with this Act. The Greater Shimla WSS Program specifies WSS performance standards. The IPHD and UDD have separately notified time commitment for WSS services under the Act. SJPNL will develop service standards and time commitments for WSS services in Greater Shimla consistent with the Act and the standards already notified.

SJPNL will routinely update concerned elected bodies on customer grievance and status. SJPNL will set up an integrated grievance redressal mechanism consisting of multiple avenues for customers to record grievances (customer service centres, call centres, website, digital platform, social media etc); systematic recording and acknowledgement of grievances; forwarding of grievances to officers responsible for resolution; forwarding and updating concerned elected representatives; monitoring of resolution; feedback to customers, escalation and closure. Special attention will be provided to strengthening customer service centres; and for increasing access to urban poor, women and vulnerable groups to register grievances.

The GRM process is described as under:

1. The Grievance registration can be made either through customer service centers, call centres, website, digital platform, social media etc. The entire process will be linked to the customer database of SJPNL. At the time of registration of Grievance/ Complaint automatic acknowledgement will be generated and the details will be shared with concerned ward Councillor.
2. The Screening of the all complaints received will be carried out and based on the nature of complaints, will be assigned to the concerned officials for resolution.
3. System generated response will be sent to the customer alongwith the details of the assigned officials, GRM Process and tentative timeline.

Schematic of the Grievance Redressal Mechanism



4. Investigation of the complaint will be carried out and designated process for resolution of the complaint will be followed and the result of the same will be recorded in the system database.
5. Customer will be informed about the Resolution of the complaint and the sign off will be requested from the customer if resolution is as per customer's satisfaction. Concerned ward Councillor will be updated about the complaint resolution and database will be updated.
6. In case the complainant is not satisfied, further modes of resolutions will be discussed with customer and concerned ward councillor will be informed about the status. If still complainant is not satisfied, matter will be escalated to higher authorities as per timeline and schedule of service delivery given on next page and system will send the details to complainant and the concerned ward councillor. If the customer is still not satisfied then he/she has recourse to court of law, at his/her own cost.
7. The Monitoring of the Grievance Redressal Mechanism will be done at regular intervals to check the efficiency of the system in effective handling of the complaints & Evaluation of the process will be carried out so as to understand the nature of the complaints received, resolved and outstanding at every level. System database will be updated & the reports will be published at monthly intervals.
8. The system generated reports about the status of GRM will be disclosed publicly at regular intervals through various media. Feedbacks alongwith the suggestions for improvement of GRM from the customers will be recorded. System Database and Procedures will be updated if required.

Monitoring, Evaluation, Reporting and Disclosures

SJPNL will introduce Monitoring and Evaluation systems for its WSS operations and for monitoring the implementation of medium-term WSS program. SJPNL shall undertake monitoring, evaluation and reporting process at the Management and Board level and disclose information to SMC and GoHP and to the public.

The SJPNL will establish monitoring and evaluation systems at all levels to ensure that performance is reviewed and analyzed on a periodic basis. Recommendations from quarterly review will form agenda for Board of Directors' meetings. The reports after review by the Board shall be disclosed transparently to the stakeholders.

Monitoring and Reporting



M & E Responsibilities

(1) Finance Manager will be responsible for M&E. The Planning and MIS function wing will report to Director Finance. Director Finance will hold monthly meetings to review the status of the Medium-term program implementation.

(2) The Finance Manager will report to the MD-cum-CEO and on monthly basis and on half yearly basis to Board of Directors on the Progress of the Medium-term program implementation.

The Medium-term program will be reviewed annually.

Database and Systems

SJPNL will maintain the following databases and systems, developed by itself or through private operators :—

- (1) GIS based customer databases
- (2) GIS based asset database of infrastructure assets from source to Customer connection point.
- (3) Water resource monitoring, water quality surveillance system
- (4) Financial management, including accounting systems
- (5) Systems for hydraulic modelling and simulation; water quality modelling; and water loss control.
- (6) SCADA systems for network and facility monitoring
- (7) Maintenance management system and asset management system
- (8) Meter reading, billing and revenue collection system integrated with GIS based customer database and accounting system.
- (9) Stores and inventory management
- (10) Procurement system
- (11) Customer complaint and redressal system

Systematic data collection

SJPNL and/or the operators will maintain the following information; Operators will provide real time access to SJPNL wherever required. SJPNL will maintain an information system to monitor operational and financial data as per Internal performance evaluation standard developed by SJPNL and the performance contracts with private operators will specify operator responsibilities for collecting and reporting operational data. SJPNL will establish a data collection protocol to be followed by SJPNL officers and the private operators.

- (1) Continuous data logging of water quality, flow and pressure
- (2) Consumption of energy, chemicals and other consumables
- (3) The billing and collection systems
- (4) Customer services, including data bases relating to complaints and questions, response times and resolution.
- (5) Computerized Maintenance Management System
- (6) Asset registers

- (7) Stores and Inventory Management
- (8) Operational performance information and monitoring systems
- (9) Occupational safety records
- (10) Regulatory compliance records

Performance Standards, Evaluation and Disclosure

- (1) **Performance Standards.**—The performance standards applicable for SJPNL will be as follows:
- (a) Medium-term WSS Program Targets as per Schedule A
 - (b) GoHP service delivery standards, operating efficiency standards and energy efficiency standards as per schedule A.
 - (c) Internal performance standards established by the Board
 - (d) Service Level Benchmarks of Government of India for WSS
 - (e) Performance Indicators developed by SJPNL
- (2) **Monitoring and Evaluation.**—The Board will carry out a performance evaluation based on.
- (a) Performance standards listed above
 - (b) Corporate governance review
 - (c) Annual review of customer grievance redressal mechanism
 - (d) Tariff and subsidy review
 - (e) Annual customer survey
 - (f) Annual staff satisfaction surveys
 - (g) Disclosure of annual report shall be published in SJPNL website
- (3) **Management Review.**—The management of SJPNL will carry out the following evaluations/plans, in addition to regular operational evaluation, and will submit the evaluation to the Board of Directors :—
- (a) Annual energy audit
 - (b) Performance evaluation of staff

(c) Operator performance evaluation

(d) Financial plans, annual budget performance and annual revisions to business plan.

(4) Reporting.—SJPNL will establish IT based monitoring systems and report its performance to GoHP and SMC; and to the public through an online open access platform, based on the following reporting calendar :—

(a) Weekly operations report consisting of production, supply, water quality, sewage treatment and disposal quality; revenue collection, complaint redressal and cash position reports.

(b) Monthly operations report consisting of production, sales, pressure logs, meter reading, non-revenue water, electricity and consumables, inventory, new customers and disconnections, revenue collection and debtors management and provisional income and expenditure statement.

(c) Quarterly operations report; income and expenditure statement

(d) Quarterly report on performance evaluation

(e) Biannual action taken reports on the recommendations of independent directors

(f) Annual budget proposals consisting of (a) revenue and expenditure proposals, (b) tariff and subsidy proposals, (c) performance improvement plan and capital investment proposal.

(g) Annual financial statements; Human resources report; Operations report

(h) Annual updates to business plans

(i) Annual performance evaluation report SJPNL will publish quarterly reports on grievance redressal. SJPNL will also conduct annual citizen satisfaction surveys and disclose the results.

HEALTH & FAMILY WELFARE DEPARTMENT

NOTIFICATION

Shimla-2, the 17th September, 2018

No. Health-A-F(4)4/2013-Loose.—The Governor, Himachal Pradesh is pleased to order the upgradation of Civil Hospital Thural to the level of 100 bedded Civil Hospital in Distt. Kangra, H.P. with immediate effect in the public interest.

The Governor, Himachal Pradesh is further pleased to create the following posts for above 100 bedded Civil Hospital Thural with immediate effect in the public interest:—

100 bedded CH Thural:

Sl. No.	Name of post	Pay Scale	No. of posts
1.	Medical Officer	Rs.15600-39100+Rs. 5400 G. P.	10
2.	Staff Nurse	Rs. 10300-34800+Rs. 3200 G.P.	12
3.	Med. Lab.Tech. Gr.-II	Rs. 5910-20200+Rs. 3000 G.P.	01
4.	Junior Office Assistant (IT)	Rs. 5910-20, 200+Rs. 1950 G.P.	01
5.	Driver	Rs. 5910-20200+Rs. 2000 G.P.	01
6.	Class-IV	Rs. 4900-10680+Rs. 1300 G.P.	04
Total ..			29

The above 29 posts of various categories shall be filled up on contract basis except the posts of Driver and Class-IV which are to be filled up on daily wage basis. The posts of Class-IV are to be filled up from amongst compassionate appointees to be allowed by F. D. very shortly. The job of sweeping/cleanliness & cooking be outsourced strictly in accordance with the procedure as laid down in HPFR, 2009.

This issues with the prior concurrence of F. D. obtained *vide* their U.O. No. 54425281-Fin-F/2018, dated 25-08-2018.

By order,
Sd/-
Addl. Chief Secretary (Health).

REVENUE DEPARTMENT
(Project Section)

CORRIGENDUM

Shimla-2, the 12th October, 2018

No. Rev. (PC) A (7)-1/2008-Part File.—In continuation to this department Notification of even number dated 28th July, 2018 the para/rule should *be read* 1 to 8 *instead* of 5.1 and also *read* 1 to 8 *instead* of 5.1(a) in the existing policy/rule for regularization of encroachments of Bhakhra Dam Oustees in New Bilaspur Township.

By order,
Sd/-
Addl. Chief Secretary (Revenue).

**H.P. STATE AGRICULTURAL MARKETING BOARD VIPNAN BHAWAN,
KHALINI, SHIMLA-171 002**

NOTIFICATION

Shimla-171002, the 31st October, 2018

No. HMB (B)1-1/97-II.—In exercise of the powers conferred by Section 85© of the H.P. State Agricultural and Horticultural Produce Marketing (Development and Regulation) Act, 2005 and pursuant to approval accorded by the Service Committee of H.P. State Agricultural Marketing Board in its meeting held on 23-10-2018 *vide* item No.1 conveyed *vide* letter No. Fin-IF (B) 1-3/2017, dated 29-10-2018 of Finance (IF) Deptt. Govt. of H.P., Board hereby upgrades one post of Superintendent Grade-II in the pay band of Rs. 10,300—34,800+Rs. 4,800/- grade pay, out of 6 Nos. of sanctioned posts to that of one post of Superintendent Grade-I, Class-I (Gazetted) in the pay band of Rs.15,600—39,100 + Rs. 5400 grade pay to be filled up by promotion, with immediate effect in the office of Board.

The Board further adopts the existing Recruitment and Promotion Rules of Agriculture Department, H.P. for filling up the said post of Superintendent Grade-I, Class-I (Gazetted) at head office of the Board on promotion from the feeder cadre of Superintendent Grade-II as per **Annexure-I & II (Hindi and English text).**

Sd/-
(Dr. R. K. KOUNDAL),
Managing Director,
H.P. State Agricultural Marketing Board.

**H.P. STATE AGRICULTURAL MARKETING BOARD, VIPNAN BHAWAN,
KHALINI, SHIMLA-171 002**

NOTIFICATION

Shimla-171002, the 31st October, 2018

No. HMB (B)1-1/97-II.—In exercise of the powers conferred by Section 85© of the H.P. State Agricultural and Horticultural Produce Marketing (Development and Regulation) Act, 2005 and pursuant to approval accorded by the Service Committee of H.P. State Agricultural Marketing Board in its meeting held on 23-10-2018 *vide* item No. 3 conveyed *vide* letter No. Fin-IF (B) 1-3/2017, dated 29-10-2018 of Finance (IF) Deptt. Govt. of H.P., the Board hereby upgrades post of Divisional Accountant in the pay band of Rs. 10,300—34,800+Rs. 4,400/- to that of Accounts Officer, Class-I (Gazetted) in the pay band of Rs.15,600—39,100+Rs. 5400 grade pay as a measure personal to the incumbent, with immediate effect in the office of Board. This post will revert back on superannuation/retirement of the incumbent.

Sd/-
(Dr. R. K. KOUNDAL),
Managing Director,
H.P. State Agricultural Marketing Board.

**ब अदालत तहसीलदार व अखत्यारात सहायक समाहर्ता प्रथम श्रेणी एवं कार्यकारी दण्डाधिकारी,
तहसील धर्मशाला, जिला कांगड़ा, हि0 प्र0**

श्रीमती Rewati

बनाम

आम जनता

विषय.—प्रार्थना-पत्र जेरे धारा 13(3) हिमाचल प्रदेश पंजीकरण अधिनियम, 1969.

नोटिस बनाम आम जनता।

श्रीमती Rewati पुत्री श्री Man Bahadur, निवासी Nagar Nigam Dharamshala, तहसील धर्मशाला, जिला कांगड़ा ने इस अदालत में शपथ-पत्र सहित मुकद्दमा दायर किया है कि उसकी पुत्री Anika की जन्म तिथि 08-02-2013 है परन्तु एम0 सी0/ग्राम पंचायत Dharamshala में जन्म पंजीकृत न है अतः इसे पंजीकृत किये जाने के आदेश दिये जायें इस नोटिस के द्वारा समस्त जनता को तथा सम्बन्धित सम्बन्धियों को सूचित किया जाता है कि यदि किसी को उपरोक्त Anika का जन्म पंजीकृत किये जाने बारे कोई एतराज हो तो वह अपना एतराज हमारी अदालत में दिनांक 06-11-2018 को असालतन या वकालतन हाजिर आकर अपना एतराज पेश कर सकता है अन्यथा मुताबिक शपथ-पत्र जन्म तिथि पंजीकृत किये जाने बारे आदेश पारित कर दिये जायेंगे।

आज दिनांक 09-10-2018 को मेरे हस्ताक्षर व मोहर अदालत द्वारा जारी किया गया।

मोहर।

हस्ताक्षरित /—
कार्यकारी दण्डाधिकारी,
धर्मशाला, जिला कांगड़ा, हि0 प्र0।

**ब अदालत तहसीलदार व अखत्यारात सहायक समाहर्ता प्रथम श्रेणी एवं कार्यकारी दण्डाधिकारी,
तहसील धर्मशाला, जिला कांगड़ा, हि0 प्र0**

श्रीमती Rewati

बनाम

आम जनता

विषय.—प्रार्थना-पत्र जेरे धारा 13(3) हिमाचल प्रदेश पंजीकरण अधिनियम, 1969.

नोटिस बनाम आम जनता।

श्रीमती Rewati पुत्री श्री Man Bahadur, निवासी Nagar Nigam Dharamshala, तहसील धर्मशाला, जिला कांगड़ा ने इस अदालत में शपथ-पत्र सहित मुकद्दमा दायर किया है कि उसके पुत्र Rajan की जन्म तिथि 27-05-2006 है परन्तु एम0 सी0/ग्राम पंचायत Dharamshala में जन्म पंजीकृत न है अतः इसे पंजीकृत किये जाने के आदेश दिये जायें इस नोटिस के द्वारा समस्त जनता को तथा सम्बन्धित सम्बन्धियों को सूचित किया जाता है कि यदि किसी को उपरोक्त Rajan का जन्म पंजीकृत किये जाने बारे कोई एतराज हो तो वह अपना एतराज हमारी अदालत में दिनांक 06-11-2018 को असालतन या वकालतन हाजिर आकर अपना एतराज पेश कर सकता है अन्यथा मुताबिक शपथ-पत्र जन्म तिथि पंजीकृत किये जाने बारे आदेश पारित कर दिये जायेंगे।

आज दिनांक 09-10-2018 को मेरे हस्ताक्षर व मोहर अदालत द्वारा जारी किया गया।

मोहर।

हस्ताक्षरित /—
कार्यकारी दण्डाधिकारी,
धर्मशाला, जिला कांगड़ा, हि0 प्र0।

ब अदालत तहसीलदार एवं कार्यकारी दण्डाधिकारी, तहसील धर्मशाला, जिला कांगड़ा, हि0 प्र0

श्री Tenzin Kalsang

बनाम

आम जनता

विषय.—प्रार्थना—पत्र जेरे धारा 13(3) हिमाचल प्रदेश पंजीकरण अधिनियम, 1969.

नोटिस बनाम आम जनता।

श्री Tenzin Kalsang पुत्र/पत्नी श्री Tenzin Gompo, निवासी Tipa Road Mcleodganj, तहसील धर्मशाला, जिला कांगड़ा ने इस अदालत में शपथ—पत्र सहित मुकद्दमा दायर किया है कि उसके पुत्र Self Tenzin Kalsang की जन्म तिथि 18-12-1975 है परन्तु एम0 सी0/ग्राम पंचायत Dharamshala में जन्म पंजीकृत न है अतः इसे पंजीकृत किये जाने के आदेश दिये जायें इस नोटिस के द्वारा समस्त जनता को तथा सम्बन्धित सम्बन्धियों को सूचित किया जाता है कि यदि किसी को उपरोक्त Tenzin Kalsang का जन्म पंजीकृत किये जाने बारे कोई एतराज हो तो वह अपना एतराज हमारी अदालत में दिनांक 05-11-2018 को असालतन या वकालतन हाजिर आकर अपना एतराज पेश कर सकता है अन्यथा मुताबिक शपथ—पत्र जन्म तिथि पंजीकृत किये जाने बारे आदेश पारित कर दिये जायेंगे।

आज दिनांक 04-11-2018 को मेरे हस्ताक्षर व मोहर अदालत द्वारा जारी किया गया।

मोहर।

हस्ताक्षरित/—
कार्यकारी दण्डाधिकारी,
धर्मशाला, जिला कांगड़ा, हि0 प्र0।

ब अदालत तहसीलदार एवं कार्यकारी दण्डाधिकारी, तहसील धर्मशाला, जिला कांगड़ा, हि0 प्र0

श्री Kishan Chand

बनाम

आम जनता

विषय.—प्रार्थना—पत्र जेरे धारा 13(3) हिमाचल प्रदेश पंजीकरण अधिनियम, 1969.

नोटिस बनाम आम जनता।

श्री Kishan Chand पुत्र श्री हीरा लाल, निवासी Thatri, P.O. Khaniara, तहसील धर्मशाला, जिला कांगड़ा ने इस अदालत में शपथ—पत्र सहित मुकद्दमा दायर किया है कि उसकी Mother नाम Fato Devi की मृत्यु तिथि 13-07-2003 है परन्तु एम0 सी0/ग्राम पंचायत Dharamshala में मृत्यु पंजीकृत न है अतः इसे पंजीकृत किये जाने के आदेश दिये जायें इस नोटिस के द्वारा समस्त जनता को तथा सम्बन्धित सम्बन्धियों को सूचित किया जाता है कि यदि किसी को उपरोक्त Fato Devi की मृत्यु पंजीकृत किये जाने बारे कोई एतराज हो तो वह अपना एतराज हमारी अदालत में दिनांक 16-11-2018 को असालतन या वकालतन हाजिर आकर अपना एतराज पेश कर सकता है अन्यथा मुताबिक शपथ—पत्र जन्म तिथि पंजीकृत किये जाने बारे आदेश पारित कर दिये जायेंगे।

आज दिनांक 16-10-2018 को मेरे हस्ताक्षर व मोहर अदालत द्वारा जारी किया गया।

मोहर।

हस्ताक्षरित/—
कार्यकारी दण्डाधिकारी,
धर्मशाला, जिला कांगड़ा, हि0 प्र0।

ब अदालत तहसीलदार एवं कार्यकारी दण्डाधिकारी, तहसील धर्मशाला, जिला कांगड़ा, हि0 प्र0

श्री गंधर्व सिंह

बनाम

आम जनता

विषय.—प्रार्थना-पत्र जेरे धारा 13(3) हिमाचल प्रदेश पंजीकरण अधिनियम, 1969.

नोटिस बनाम आम जनता।

श्री गंधर्व सिंह पुत्र श्री हीरा लाल, निवासी नरघोटा, P.O. Dharamshala, तहसील धर्मशाला, जिला कांगड़ा ने इस अदालत में शपथ-पत्र सहित मुकदमा दायर किया है कि उसके पुत्र नाम Pushpinder की जन्म तिथि 5-10-1972 है परन्तु एम0 सी0/ग्राम पंचायत Dharamshala में जन्म पंजीकृत न है अतः इसे पंजीकृत किये जाने के आदेश दिये जायें इस नोटिस के द्वारा समस्त जनता को तथा सम्बन्धित सम्बन्धियों को सूचित किया जाता है कि यदि किसी को उपरोक्त Pushpinder का जन्म पंजीकृत किये जाने बारे कोई एतराज हो तो वह अपना एतराज हमारी अदालत में दिनांक 16-11-2018 को अदालतन या वकालतन हाजिर आकर अपना एतराज पेश कर सकता है अन्यथा मुताबिक शपथ-पत्र जन्म तिथि पंजीकृत किये जाने बारे आदेश पारित कर दिये जायेंगे।

आज दिनांक 16-10-2018 को मेरे हस्ताक्षर व मोहर अदालत द्वारा जारी किया गया।

मोहर।

हस्ताक्षरित/—
कार्यकारी दण्डाधिकारी,
धर्मशाला, जिला कांगड़ा, हि0 प्र0।

ब अदालत कार्यकारी दण्डाधिकारी एवं तहसीलदार, इन्दौरा, जिला कांगड़ा, हि0 प्र0

मिसल नं0 : 13/Teh/2018/Death

तारीख पेशी : 31-10-2018

बीना देवी पत्नी श्री चन्द्रशेखर प्रकाश, गांव पराल, तहसील इन्दौरा, जिला कांगड़ा, हि0 प्र0 प्रार्थी।

बनाम

आम जनता

प्रत्यार्थी।

बीना देवी पत्नी श्री चन्द्रशेखर प्रकाश, गांव पराल, तहसील इन्दौरा, जिला कांगड़ा, हि0 प्र0 ने प्रार्थना-पत्र प्रस्तुत करते हुए निवेदन किया है कि उसके लड़के अमित कुमार की मृत्यु दिनांक 14-07-2013 को उसके गांव पराल, तहसील इन्दौरा, जिला कांगड़ा, हि0 प्र0 में हुई है लेकिन अज्ञानतावश उसकी मृत्यु तिथि को ग्राम पंचायत सुरडवा, तहसील इन्दौरा, जिला कांगड़ा, हि0 प्र0 के अभिलेख में पंजीकृत न करवाया जा सका है। उसकी मृत्यु तिथि को पंजीकृत करने के आदेश देने की अनुमति प्रदान करें।

अतः इस इशतहार राजपत्र के द्वारा सर्वसाधारण को सूचित किया जाता है कि उक्त अमित कुमार पुत्र बीना देवी पत्नी श्री चन्द्रशेखर प्रकाश, गांव पराल, तहसील इन्दौरा, जिला कांगड़ा, हि0 प्र0 की मृत्यु तिथि को पंजीकृत करने बारे किसी व्यक्ति को कोई भी एतराज हो तो वह अदालतन या वकालतन दिनांक 31-10-2018 को प्रातः 10.00 बजे अदालत हजा में हाजिर होकर अपना एतराज पेश कर सकता है। कोई एतराज पेश न होने की सूरत में मृत्यु तिथि को पंजीकृत करने के आदेश पारित कर दिए जाएंगे।

आज दिनांक 22-10-2018 को मेरे हस्ताक्षर व मोहर अदालत सहित जारी हुआ।

मोहर।

हस्ताक्षरित/—
कार्यकारी दण्डाधिकारी,
इन्दौरा, जिला कांगड़ा, हि0 प्र0।

ब अदालत सहायक समाहर्ता द्वितीय श्रेणी, उप-तहसील सैज, जिला कुल्लू, हिमाचल प्रदेश

श्री धनवीर सिंह पुत्र श्री कुलदीप चन्द, निवासी गांव थनियाली, डाकघर वनोगी, उप-तहसील सैज, जिला कुल्लू, हिमाचल प्रदेश प्रार्थी।

बनाम

आम जनता

विषय.—हि0 प्र0 राजस्व अधिनियम, 1954 की धारा 16 के तहत राजस्व रिकार्ड में नाम दुरुस्त करने बारे।

सर्वसाधारण को सूचित किया जाता है कि श्री धनवीर सिंह पुत्र श्री कुलदीप चन्द, निवासी गांव थनियाली, डाकघर वनोगी, उप-तहसील सैज, जिला कुल्लू, हिमाचल प्रदेश ने इस अदालत में एक दरखास्त गुजारी है कि राजस्व रिकार्ड मोहाल मनियाशी, पटवार वृत्त वनोगी, उप-तहसील सैज, जिला कुल्लू में इसका नाम धर्मेन्द्र दर्ज है जोकि गलत है। जबकि ग्राम पंचायत वनोगी के परिवार रजिस्टर भाग-1 व अन्य सभी दस्तावेजों में इसका नाम धनवीर सिंह दर्ज है जो कि सही है। जिसकी दुरुस्ती बारे एक शपथ-पत्र भी प्रार्थी द्वारा प्रस्तुत किया गया है कि इसका नाम राजस्व रिकार्ड मोहाल मनियाशी, उप-तहसील सैज, जिला कुल्लू में धर्मेन्द्र के स्थान पर धर्मेन्द्र उर्फ धनवीर सिंह दर्ज किये जाने की प्रार्थना की है।

अतः इस इशतहार द्वारा सर्वसाधारण को सूचित किया जाता है कि इस सम्बन्ध में किसी भी व्यक्ति को किसी प्रकार की आपत्ति हो तो वह असालतन या वकालतन अपनी आपत्ति इस न्यायालय में दिनांक 4-11-2018 या इससे पूर्व प्रस्तुत कर सकता है अन्यथा इसका इन्द्राज राजस्व रिकार्ड मोहाल मनियाशी, पटवार वृत्त वनोगी, उप-तहसील सैज, जिला कुल्लू के रिकार्ड में करवा दिया जाएगा।

आज दिनांक 4-10-2018 को मेरे हस्ताक्षर व मोहर अदालत से जारी हुआ।

मोहर।

हस्ताक्षरित/—
सहायक समाहर्ता द्वितीय श्रेणी
उप-तहसील सैज, जिला कुल्लू, हि0 प्र0।

ब अदालत तहसीलदार एवं सहायक समाहर्ता प्रथम वर्ग, हरोली, जिला ऊना, हि0प्र0

इशतहार मुश्री मुनादी जेर धारा 23 भू-राजस्व अधिनियम, 1954

दरखास्त ब मुराद दुरुस्ती राजस्व रिकार्ड महाल पन्जुआणा की जमाबन्दी साल 2015-16 व महाल रोडावालीवाल की जमाबन्दी साल 2012-13 में हरजी राम पुत्र राजू की बजाये हरजीत सिंह पुत्र राजू राम दर्ज करने बारे।

बनाम

आम जनता

बजरिया इशतहार राजपत्र।

उपरोक्त मुकद्दमा उनवान वाला में प्रार्थी हरजीत सिंह पुत्र राजू राम, वासी पन्जुआणा, तहसील हरोली, जिला ऊना ने प्रार्थना-पत्र प्रस्तुत करके निवेदन किया है कि उसका नाम महाल पन्जुआणा की जमाबन्दी

साल 2015-16 व महाल रोडावालीवाल की जमाबन्दी साल 2012-13 में हरजी राम पुत्र राजू गलत चला आ रहा है जबकि उसका सही नाम हरजीत सिंह पुत्र राजू राम है। अतः सर्वसाधारण को इस इश्तहार द्वारा सूचित किया जाता है कि अगर किसी भी व्यक्ति को उक्त नाम की दरूस्ती बारे कोई एतराज हो तो वह मुकद्दमा की पैरवी हेतु असालतन या वकालतन इस न्यायालय में दिनांक 02-11-2018 को प्रातः 10.00 बजे हाजिर आवें। न आने की सूरत में उनके खिलाफ एकतरफा कार्यवाही अमल में लाई जाकर नियमानुसार मुकद्दमा का निपटारा कर दिया जायेगा।

आज दिनांक 15-10-2018 को मेरे हस्ताक्षर व मोहर अदालत द्वारा जारी हुआ।

मोहर।

हस्ताक्षरित/—
तहसीलदार एवं सहायक समाहर्ता प्रथम वर्ग,
हरोली, जिला ऊना, हि0प्र0।

ब अदालत तहसीलदार एवं सहायक समाहर्ता प्रथम वर्ग, हरोली, जिला ऊना, हि0प्र0

इश्तहार मुश्त्री मुनादी जेर धारा 23 भू-राजस्व अधिनियम, 1954

दरखास्त ब मुराद दरूस्ती राजस्व रिकार्ड महाल पन्जुआणा की जमाबन्दी साल 2015-16 में नसीवा पुत्र घुंगर की बजाये नसीव चन्द पुत्र घुंगर सिंह दर्ज करने बारे।

बनाम

आम जनता

बजरिया इश्तहार राजपत्र।

उपरोक्त मुकद्दमा उनवान वाला में प्रार्थी नसीव चन्द पुत्र घुंगर सिंह, वासी पन्जुआणा, तहसील हरोली, जिला ऊना ने प्रार्थना-पत्र प्रस्तुत करके निवेदन किया है कि उसका नाम महाल पन्जुआणा की जमाबन्दी साल 2015-16 में नसीवा पुत्र घुंगर गलत चला आ रहा है जबकि उसका सही नाम नसीव चन्द पुत्र घुंगर सिंह है। अतः सर्वसाधारण को इस इश्तहार द्वारा सूचित किया जाता है कि अगर किसी भी व्यक्ति को उक्त नाम की दरूस्ती बारे कोई एतराज हो तो वह मुकद्दमा की पैरवी हेतु असालतन या वकालतन इस न्यायालय में दिनांक 02-11-2018 को प्रातः 10.00 बजे हाजिर आवें। न आने की सूरत में उनके खिलाफ एकतरफा कार्यवाही अमल में लाई जाकर नियमानुसार मुकद्दमा का निपटारा कर दिया जायेगा।

आज दिनांक 15-10-2018 को मेरे हस्ताक्षर व मोहर अदालत द्वारा जारी हुआ।

मोहर।

हस्ताक्षरित/—
तहसीलदार एवं सहायक समाहर्ता प्रथम वर्ग,
हरोली, जिला ऊना, हि0प्र0।

ब अदालत तहसीलदार एवं सहायक समाहर्ता प्रथम वर्ग, हरोली, जिला ऊना, हि0प्र0

इश्तहार मुश्त्री मुनादी जेर धारा 23 भू राजस्व अधिनियम, 1954

दरखास्त ब मुराद दरूस्ती राजस्व रिकार्ड महाल पन्जुआणा की जमाबन्दी साल 2015-16 में जैमल सिंह पुत्र धन्ना सिंह की बजाये जरनैल सिंह पुत्र धन्ना सिंह दर्ज करने बारे।

बनाम

आम जनता

बजरिया इश्तहार राजपत्र।

उपरोक्त मुकद्दमा उनवान वाला में प्रार्थी जरनैल सिंह पुत्र धन्ना सिंह, वासी पन्जुआणा, तहसील हरोली, जिला ऊना ने प्रार्थना-पत्र प्रस्तुत करके निवेदन किया है कि उसका नाम महाल पन्जुआणा की जमाबन्दी साल 2015-16 में उसका नाम जैमल सिंह पुत्र धन्ना सिंह गलत चला आ रहा है जबकि उसका सही नाम जरनैल सिंह पुत्र धन्ना सिंह है। अतः सर्वसाधारण को इस इश्तहार द्वारा सूचित किया जाता है कि अगर किसी भी व्यक्ति को उक्त नाम की दुरुस्ती बारे कोई एतराज हो तो वह मुकद्दमा की पैरवी हेतु असालतन या वकालतन इस न्यायालय में दिनांक 02-11-2018 को प्रातः 10.00 बजे हाजिर आवें। न आने की सूरत में उनके खिलाफ एकतरफा कार्यवाही अमल में लाई जाकर नियमानुसार मुकद्दमा का निपटारा कर दिया जायेगा।

आज दिनांक 15-10-2018 को मेरे हस्ताक्षर व मोहर अदालत द्वारा जारी हुआ।

मोहर।

हस्ताक्षरित/—

तहसीलदार एवं सहायक समाहर्ता प्रथम वर्ग,
हरोली, जिला ऊना, हि0प्र0।

ब अदालत तहसीलदार एवं सहायक समाहर्ता प्रथम वर्ग, हरोली, जिला ऊना, हि0प्र0

इश्तहार मुश्री मुनादी जेर धारा 23 भू-राजस्व अधिनियम, 1954

दरखास्त ब मुराद दुरुस्ती राजस्व रिकार्ड महाल पन्जुआणा की जमाबन्दी साल 2015-16 व रोडावालीवाल की जमाबन्दी साल 2012-13 में भगत सिंह पुत्र तेलू राम की बजाये सुलिन्दर सिंह पुत्र तेलू राम दर्ज करने बारे।

बनाम

आम जनता

बजरिया इश्तहार राजपत्र।

उपरोक्त मुकद्दमा उनवान वाला में प्रार्थी सुलिन्दर सिंह पुत्र तेलू राम, वासी पन्जुआणा, तहसील हरोली, जिला ऊना ने प्रार्थना-पत्र प्रस्तुत करके निवेदन किया है कि उसका नाम महाल पन्जुआणा की जमाबन्दी साल 2015-16 व रोडावालीवाल की जमाबन्दी साल 2012-13 में भगत सिंह पुत्र तेलू राम गलत चला आ रहा है जबकि उसका सही नाम सुलिन्दर सिंह पुत्र तेलू राम है। अतः सर्वसाधारण को इस इश्तहार द्वारा सूचित किया जाता है कि अगर किसी भी व्यक्ति को उक्त नाम की दुरुस्ती बारे कोई एतराज हो तो वह मुकद्दमा की पैरवी हेतु असालतन या वकालतन इस न्यायालय में दिनांक 02-11-2018 को प्रातः 10.00 बजे हाजिर आवें। न आने की सूरत में उनके खिलाफ एकतरफा कार्यवाही अमल में लाई जाकर नियमानुसार मुकद्दमा का निपटारा कर दिया जायेगा।

आज दिनांक 15-10-2018 को मेरे हस्ताक्षर व मोहर अदालत द्वारा जारी हुआ।

मोहर।

हस्ताक्षरित/—

तहसीलदार एवं सहायक समाहर्ता प्रथम वर्ग,
हरोली, जिला ऊना, हि0प्र0।